



## Harts CallOut

### An Automated Voice Confirmation System

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Harts Systems Ltd. Is a leader in the School Administration and Scheduling Systems market in which we have delivered solutions for 25 years. One of the key features of our systems is an automated voice schedule confirmation system, provided by our CallOut technology.

Harts is now providing this industry tested technology to potential partners for use in any scheduling or calendaring applications. CallOut has been making automated recorded calls for Harts clients for 20 years. It is currently being used daily by over 1200 clients. CallOut's capabilities have been continually improved such as its addition of text-to-speech capabilities in 2006.

CallOut is now being made available as a Standalone application that can be used in conjunction with ANY scheduling or calendaring application. It can also be integrated with existing applications through an API set.

The product can be used in a variety of other ways as well such as 'Happy Birthday' messages to clients. Hart's is always looking for ways to improve the technology such as our recent addition of a Billing Notification capability. We are currently evaluating the combining of pre-recorded voice and text-to-speech voice to create more 'personal' notifications.

Hart's is very interested in suggestions for improving our product by adding features or refining aspects of what we already have, so your input is welcomed.

You will find Harts a practical partner in our willingness to work closely with you on the technology and in the best pricing strategy for your specific market. There are few technologies you could consider adding to your current product that can offer such a strong return case (ROI) to your existing and future clients.

Below is a description of the CallOut product:

#### **Product Details**

- Uses any desktop PC.
- Plays pre-recorded messages, including appointment date and time, in your own voice
- Plays Text-to-Speech messages, including recipient's name, appointment date and time
- Imports recipient and appointment data from external programs
- Imports recipient and billing data from external programs (6/07)
- Schedule calls to different recipient groups with different messages
- Give recipients the option to respond by pressing a key on their phone (e.g. 1 to confirm and 2 to cancel)
- Start /stop times of calls are controlled by the user

- Calls back later in the case of busy signals or no answer
- Reports back to the user with contact time or non-contact reason

### **Technical Specifications**

- Developed using Microsoft Visual Basic 6.0
- Microsoft Access database
- Microsoft Speech API 5.1 (SAPI)
- Cepstral Text-to-Speech engines
- Can be integrated with other applications through command line arguments

### **System Requirements**

- Microsoft Windows XP or higher
- 500 Mhz processor
- 256 MB of RAM
- 100 MB of free disk space
- Voice-capable modem
- Standard phone line
- Uses minimal system resources and will run on same machine with partner applications.

### **Cepstral ([www.cepstral.com](http://www.cepstral.com))**

Cepstral is the text-to-speech engines used by Harts for the CallOut product. Below are its key attributes:

- Standards compliant, scalable, multilingual, cross-platform, customizable, natural
- Native audio format of 16kHz, 16bit, PCM, mono
- Operates in a small memory footprint with low computing resources
- Language palette of English, Spanish, French, German and Arabic

### **The Company**

Harts Systems Ltd produces School Administration and Scheduling Systems. Harts has been designing, implementing, marketing and supporting advanced computer systems for twenty-five years.

Harts Systems Ltd was incorporated in 1982 for the sole purpose of developing computer applications. We have been provided PC based solutions since the first IBM microcomputers were introduced. Since that date, HSL has been successful in designing, implementing, marketing and supporting advanced computer systems for a variety of application areas.

For more information on the Harts CallOut product please contact::

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